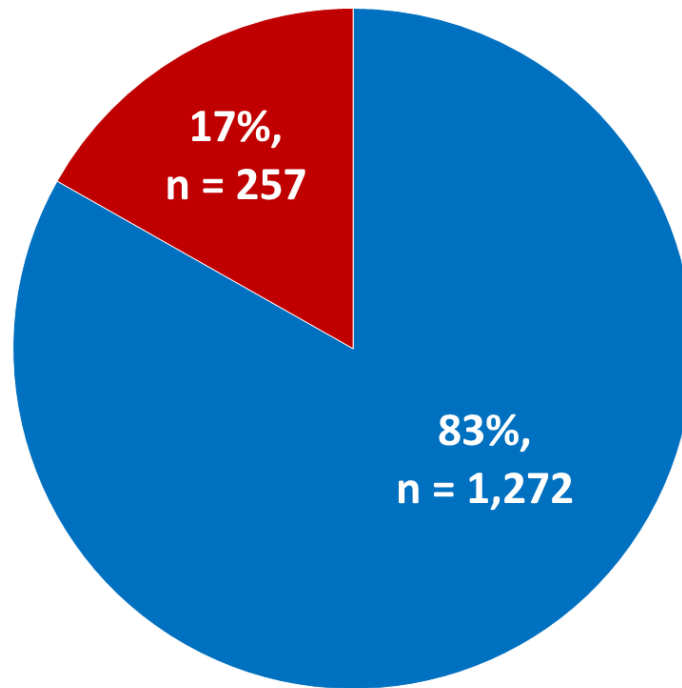


Figure 1-1

**Prevention and Restoration of Home Energy Service Loss
Due to Bill Payment Issues
All Occurrences**

■ % Prevention ■ % Restoration



In FY 2017, LIHEAP assistance helped prevent or restore 1,529 total occurrences of home energy service loss resulting from bill payment issues.* About **83 percent (1,272) were prevented** from losing home energy service, while about **17 percent (257) experienced home energy service loss and were restored**.

*Prevention of home energy service loss due to bill payment issues refers to all occurrences of LIHEAP recipient households who had a past due notice or utility disconnect notice (electricity, natural gas) or were at imminent risk of running out of fuel (propane, other fuels). Restoration of home energy service loss due to bill payment issues refers to all occurrences of LIHEAP recipient household whose energy service was restored after a disconnection (electricity, natural gas) or fuel was delivered to a home that ran out of fuel (propane, other fuels).